

Job Description

Job Title: CU –Consumer Loan Officer

FLSA: Non-Exempt

Reports To: Director of Lending

Effective Date: 08/01/2025

Location: Richmond, Virginia (In Office/Hybrid*)

Position Summary:

The Consumer Loan Officer is responsible for evaluating member needs and originating consumer loan applications. The Consumer Loan Officer is responsible for analyzing and making loan decisions based on lending policy and authority limits. They will also maintain the highest level of professionalism and confidentiality of member information while adhering to department scheduling and service level agreements.

Duties and Responsibilities:

1. Assist members via phone, or email with loan applications. Be able to recommend alternative or cross-sell additional loan products when appropriate.
2. Review and approve/deny loan applications.
3. Complete or direct completion of all loan documents. Ensure documentation is complete and accurate. Complete required reports and records. Meet with members to explain terms and conditions and close the loan.
4. Analyze member's financial condition to include credit history, credit score, collateral, and other financial information to assess the degree of risk and the member's ability to repay the loan.
5. Make decisions within loan approval authority or forward the loan request to higher level for decision.
6. Ensure decisions are made in accordance with Loan Policy Manual standards and loan review guidelines.
7. Contribute positive production results that meet the individual, team, and department goals.
8. Stay abreast of new types of loans, lending trends, and other financial services and products to better meet members' needs.
9. Authorize the release of collateral on existing loans, changes in loan terms, waivers of payments, and due date changes.
10. Contribute consistently and positively in department discussions, activities, training, and continued education events.
11. Complete all required training including, but not limited to BSA, OFAC, and Information Security.
12. Perform other job duties as assigned.

Qualifications:

- A high school education or GED.
- Three (3) to Five (5) years of relevant experience.

- Strong understanding of loan origination and underwriting.
- Effective communication skills, verbal and written.
- Strong attention to details

Other Skills:

Thorough knowledge of principles and processes for providing member and personal services. This includes member needs assessment, meeting quality standards for services, and evaluation of member satisfaction. Considers the relative costs and benefits of potential actions and chooses the most appropriate one. Talks to others to convey information effectively.

HOW TO APPLY: www.dominionenergycu.org/about-us/who-we-are/careers

PLEASE SEND YOUR RESUME TO: DECURecruiting@dominionenergy.com

*This position is in Richmond, Virginia. You are required to complete a minimum of SIX months in the office before a Hybrid schedule is considered.